

- 1 **Q. What is your name?**
- 2 A. Frank Rutkowski
- 3 **Q. What is your Address?**
- 4 A. 123 Matchpoint Drive
- 5 Chapin, SC 29036
- 6 732-8930
- 7 **Q. Do you live in the Forty Love Point neighborhood?**
- 8 A. Yes
- 9 **Q. How long have you lived there?**
- 10 A. Since October 2007, almost 4 years
- 11 **Q. Do you purchase your household water from CWS?**
- 12 A. Yes
- 13 **Q. What kind of sewage service do you receive?**
- 14 A. Also from CWS. We have a let
- 15 system, but we're still charged a wastewater
- 16 treatment charge. Residential wastewater. We
- 17 are charged \$36.70 for this wastewater charge.
- 18 **Q. Who lives at your house?**
- 19 A. My wife, Susan, and my son, Aleck, 15, and my daughter,
- 20 Rachel, 13
- 21 **Q. What is the quality of your water?**

1 A. Poor, raunchy, nasty. It either has a smell of
2 bleach, or it has a rotten egg or sour odor.

3
4 Primarily on the second story of our house
5 There are days when you have to run it for
6 2-3 minutes to get fresh, clear water. There is
7 an orange color to it. The same is with our
8 whirlpool tub on the second level, there are
9 things that settle in the pipe.

10

11 This is not a 3rd world country, I should be able to turn on the pipes and
12 not have brown or orange sediment.

13 **Q. Have you ever called Carolina Water Service to complain**
14 **about the quality of the water?**

15 A. Yes

16 **Q. Do you know when you called?**

17 A. I don't know the exact date, but it was when they first identified we had the
18 iron bacteria in our water tanks.

19 **Q. Did you call or write?**

20 A. I called. They came out, DHEC and Carolina Water Service. They
21 explained to us that they were doing some flushing and they had found
22 one of the tanks had iron bacteria. The water was still safe to drink. I
23 notified Nancy Williamson, who was on the homeowners' board and said

1 there needs to be a public meeting. I told Nancy, this is important enough.
2 They need to face us face to face and talk through this.

3
4 When we bought our house, one of the things we were concerned about
5 was the water. I am worried about my investment in this neighborhood
6 because of the poor water. That was a very, very difficult decision.

7 **Q. Do you drink the tap water at your house?**

8 A. We have filters in our neighborhood that make the water taste better, and
9 that's the only water we drink. We spend a lot of money on bottled water.
10 We spend a lot of extra money each month on filters and bottled water.

11 **Q. Do you drink the filtered water from the refrigerator?**

12 A. That's the only water from Carolina Water Service that we drink and cook
13 with.

14 **Q. How do you use the bottled water?**

15 A. The bottled water is just to kind of supplement. We refrigerate it. We buy
16 24 packs of water per month

17 **Q. How much do you spend on bottled water per month?**

18 A. Forty dollars extra per month on bottled water. The filters cost about \$39
19 every two months. We buy the filters on line.

20 **Q. How does the water affect your appliances?**

21 A. When we wash our clothes, most of our bath towels have a very sour
22 smell. We've tried all kinds of detergent. Basically, our towels have a sour

1 smell to them. Our dishrag has a very sour smell. I wear white shirts
2 underneath my business suit. We have to take our clothes to other
3 neighborhoods to bleach them. Otherwise they're not white anymore. And
4 this is a nice neighborhood.

5 **Q. Do you notice any affect on your plumbing fixtures?**

6 A. Our faucets have calcification on them. They have that blue film on them.
7 Our bathroom shower, the glass is dirty. We have to use different
8 chemicals to clean off the film on our glass door.

9 **Q. How much, on average, do you pay Carolina Service every**
10 **month?**

11 A. On average of about \$100 per month. Our current bill is \$142. We use our
12 water to water the lawn. I don't run the sprinkler every day. On an
13 average about \$100 per month

14 **Q. Where do your in-laws live?**

15 A. They live in West Columbia.

16 **Q. What water service do they have?**

17 A. City water. It's not a private service.

18 **Q. How much do your in-laws pay for water?**

19 A. About \$40 or \$50 per month

20 **Q. How many people live in their house?**

21 A. Four people live in their house.

22

1 **EXHIBIT** – water bills from Forty Love, water bills from West Columbia.

2 **Q. Have you ever had your water tested for Iron bacteria?**

3 A. Yes

4 **Q. Was that back in 2008 when the neighborhood meeting was**
5 **organized?**

6 A. Yes

7 **Q. What was the result?**

8 A. They determined that we did have iron bacteria but they said it was being
9 treated.

10 **Q. Was that testing by DHEC?**

11 A. Yes, Sonya Johnson at DHEC

12 **Q. Did you see the test results?**

13 A. No, but they told me we did have iron bacteria in our water They said
14 we're working on it. We've shut down one of the wells. They had to shut it
15 down and clean it.

16 **Q. After you had this testing done, did your water improve?**

17 A. That is when our water really started having a bleach odor to it. When you
18 ran the water or brushed your teeth, it was like using bleach to brush your
19 teeth. A strong bleach smell.

20

21 The other thing that was disturbing to me was that a sign was out several
22 times showing you should not use the water. They agreed that everyone

1 should be notified by a phone call about this water flushing. We never got
2 any information by phone. You have to be consistent with every customer.
3 We are not getting a phone call every time they put out a BOIL WATER
4 ADVISORY.

5 **Q. Do you believe you still have iron bacteria in your water?**

6 A. I don't think so. I believe it's been rectified, but I believe it's being rectified
7 with heavy chemicals.

8

9

10 **Q. Do you ever have brown water in your toilets?**

11 A. All of our toilets have water that leaves a black ring. We put Clorox tablets
12 in the water. All of these extra things you have to do, and they want to increase
13 the cost of the water.

14 **Q. What else do you have to say about your water service?**

15 A. The value of my house is lower because of the terrible quality of the water
16 we receive. The value as well as the saleability. People know the
17 reputation of this water company. My wife's parents have lived in
18 Columbia for many years, and they said, no matter what you do, don't buy
19 a house with Carolina Water Service!

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